



**PATRICK D. CROCKER**  
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February 23, 2011

Ms. Marlene H. Dortch, Commission Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554

*Filed Electronically Via ECFS*

RE: Arkadin, Inc.  
Customer Proprietary Network Information Certification  
EB Docket No. 06-36

Dear Ms. Dortch:

Arkadin, Inc., by its undersigned attorneys, hereby submits its 2010 CPNI Compliance Certificate and Accompanying Statement certifying compliance with Section 64.2001 *et seq.* of the Commission's rules.

Please contact the undersigned should you have any questions or concerns at (269) 381-8893 extension 226 or [patrick@crockerlawfirm.com](mailto:patrick@crockerlawfirm.com).

Very truly yours,

CROCKER & CROCKER, P.C.

PDC/tld

Enclosures

cc: *Best Copy and Print, Inc., via e-mail* [FCC@BCPIWEB.COM](mailto:FCC@BCPIWEB.COM)  
*Chief, Telecommunications Consumer Division, via First Class Mail*  
*File No. EB-08-TC-2999*  
Enforcement Bureau, Federal Communications Commission  
445 12<sup>th</sup> Street, S.W. Room 4-C244  
Washington, D.C. 20554

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2010

Date filed: February 1, 2011

Name of Company Covered by this Certification: Arkadin, Inc.

Form 499 Filer ID: 826797

Name of Signatory: Glenn Fleischman


Title of Signatory: President, COO

I am the President of Arkadin, Inc. and as such do hereby certify, affirm, depose, and say that I have authority to make this Customer Proprietary Network Information ("CPNI") Annual Certification of Compliance on behalf of Arkadin, Inc. I have personal knowledge that Arkadin, Inc. has established adequate operating procedures to ensure compliance with the Commission's CPNI rules as set forth in 47 C.F.R. § 64.2001 *et seq.*

Attached to this Certification is an Accompanying Statement explaining how the company's procedures ensure compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

Arkadin, Inc. received no customer complaints in the past year concerning the unauthorized release of CPNI. Further, Arkadin, Inc. has taken no action against data brokers for the unauthorized release of CPNI during calendar year 2010. Arkadin, Inc. will report any information it may obtain with respect to the processes pretexters are using to attempt to access CPNI and what steps Arkadin, Inc. is taking to protect CPNI.

Signed

  
Glenn Fleischman  
President

**Customer Proprietary Network Information Certification**  
**Accompanying Statement**

Arkadin, Inc. ("Arkadin") provides audio, web and related conferencing calling services. Arkadin does not offer local, interexchange, or CMRS service. To the extent such rules apply to conference calling service, Arkadin has established practices and procedures adequate to ensure compliance with Section 222 of the Communications Act of 1934, as amended, and the Federal Communications Commission's ("FCC") rules pertaining to customer proprietary network information ("CPNI") set forth in sections 64.2001 – 64.2011 of the Commission's rules.

***Customer Approval and Informed Consent***

- Arkadin does not use CPNI for any purpose that would require customer approval to do so. Arkadin does not use CPNI for any marketing purposes and does not share, disclose, or otherwise provide CPNI to any third party. If this policy changes in the future, Arkadin will implement practices and procedures to ensure compliance with the Commission's CPNI regulations.

***Training and discipline***

- Arkadin has trained its personnel in the appropriate use of confidential information, including, without limitation, CPNI. All employees with access to CPNI are required to review Arkadin's employee handbook which includes CPNI policies and procedures.
- Arkadin has an express disciplinary process in place for violations of Arkadin's CPNI policies and procedures which would encompass any misuse of CPNI.

***Arkadin's Use of CPNI***

- Arkadin does not share, disclose, or otherwise provide CPNI to third parties.
- Arkadin may use CPNI for the following purposes:
  - > To protect its property rights; or to protect its subscribers or other carriers through from fraudulent, abusive, or the unlawful use of, or subscription to, such services, including, without limitation, international toll free service fraud;
  - > To initiate, render, maintain, repair, bill and collect for services; and,
  - > To provide inbound telemarketing, referral or administrative services to the customer during a customer initiated call and with the customer's informed consent.

- Arkadin does not have access to any relevant competitive information for audio conferencing services through its customers' CPNI; to the extent Arkadin receives such access, Arkadin shall not disclose or permit access to CPNI to track customers that call competing service providers.
- Arkadin discloses and permits access to CPNI where required by law (e.g., under a lawfully issued subpoena).

### ***Safeguarding Against Pretexting***

- Arkadin takes reasonable measures to protect CPNI and believes that these measures sufficiently prevent unauthorized access to CPNI.

### ***Additional safeguards***

- Arkadin has established a supervisory review process designed to ensure compliance with the FCC's CPNI rules.
- Arkadin designates one or more officers, as an agent or agents of the company, to sign and file a CPNI Compliance Certificate on an annual basis. The Certificate conforms to the requirements set forth in FCC rule 64.2009(e).
- Arkadin properly authenticates a customer prior to disclosing CPNI based on customer initiated telephone contact, online account access, or an in-person visit.
- Arkadin notifies customers immediately of any account changes.
- Arkadin may negotiate alternative authentication procedures for services that Arkadin provides to business customers that have both a dedicated account representative and a contract that specifically addresses Arkadin's protection of CPNI.
- In the event of a breach of CPNI, Arkadin will notify law enforcement as soon as possible, and no later than seven (7) business days, from discovering the breach. Customers will be notified after the seven (7) day period, unless the relevant investigatory party directs Arkadin to delay notification, or Arkadin and the investigatory party agree to an earlier notification. Arkadin will maintain a record of all CPNI security breaches, including a description of the breach and the CPNI involved, along with notifications sent to law enforcement and affected customers.